

AQUATIC SUPERVISOR

(POSITION 06611/06612)

VENUES WEST

AWARD CLASSIFICATION	VWGA, Level 5	ANZSCO	149113
DIRECTORATE	Venue Management	Branch	Aquatics
LINE MANAGER	Aquatic Operations Supervisor	Direct Reports	Aquatic Service Officers
SPECIAL CONDITIONS	Out-of-hours and weekend work is a requirement of this role. Position holder is required to undertake medical examinations to verify physical fitness to perform the duties of the position		

ABOUT THE DIRECTORATE

The Venue Management Directorate is responsible for the activation of VenuesWest's self-managed facilities through the provision of support for high performance sport and delivery of community and commercial opportunities for sport, recreation and entertainment.

ABOUT THE ROLE

Due to the nature of the work undertaken, this position may be exposed to traumatic events in the workplace. VenuesWest is committed to proactively ensuring the psychosocial safety and health of our workers through risk control and provision of services to support workers exposed to and impacted by traumatic events.

ROLE RESPONSIBILITIES

VenuesWest is committed to Equal Employment Opportunity (EEO) and diversity in the workplace and providing a safe and inclusive environment for workers and patrons. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO and Work Health & Safety legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

GENERAL

- Supervises the Aquatic Service Officers on duty ensuring delivery of day to day operations and generating a positive and accountable work environment.
- Assists Aquatic Operations Supervisor in rostering of Aquatic Service Officers, timetabling daily duties and breaks, briefs oncoming staff, signing in and out of shifts, works cooperatively with other aquatic centre and VenuesWest staff.
- Conducts employee performance planning and review sessions with Aquatic Services Officers.
- Assists the Aquatic Operations Supervisor in identifying operational improvements for the Aquatic Centre.
- Addresses customer queries and complaints; refers or follows up as appropriate.

AQUATIC SUPERVISION

- Assists the Aquatic Operations Supervisor in the planning and delivery of bookings.
- Provides feedback on events to the Aquatic Operations Supervisor by completion of event report template
- Assists the Aquatic Operations Supervisor in the communication of Aquatic Service Officer rostering and emergency staff cover.
- Manages plant room operations in relation to water chemistry and treatment, and heating systems in liaison with the Aquatic Operations Supervisor and Manager Aquatics and Swim School.
- Liaises with and provides feedback to the Aquatic Operations Supervisor and Aquatic Service Officers to ensure that the facilities exceed minimum public health standards and customer expectations for:
 - water quality, circulation and temperature

- air quality, ventilation and temperatures
- pool surrounds and presentation; and
- equipment
- Liaises with coaches, swimming and club officials, event organizers and the public on matters relating to the day to day operations of the Aquatic Centre.
- Provides on shift training to Aquatic Service Officers to ensure correct policies and procedures are followed

VENUE CLEANLINESS AND PRESENTATION

- Ensures cleaning requirements are identified and carried out as per the cleaning procedures of the branch.
- Ensures daily that a high standard of presentation is maintained at all times.
- Liaises with cleaning staff to ensure that change-room and grandstand areas are adequately cleaned.

MAINTENANCE

- Oversees the daily operation of the electronic timing equipment and report any issues to the Aquatic Operations Supervisor.
- Provides equipment usage demonstration to event organisers for pool deck equipment including audio and buttons
- Liaises with the Aquatic Operations Supervisor to prioritise maintenance and ensure it is carried out.
- Supervises routine and regular maintenance and testing of equipment.
- Reports any instances of vandalism, damage or equipment failure to the Aquatic Operations Supervisor and where possible rectifies the problem.

SAFETY, SECURITY AND SECURITY CONTROL ORGANISATION

- Ensures air and water quality tasks (including carrying out tests, making adjustments and recording data) are carried out in accordance with policy and procedures.
- Supervises and carries out lifeguard duties, ensures emergency equipment is checked and ready for use and provides first aid or emergency assistance when required.
- Opens and closes the venue as required.
- Assists in the development and supervision of compliance to leisure pool users' safety standards and policies.
- Ensures that all equipment is stored securely and that patrons do not enter restricted areas.
- Undertakes the Emergency Control Organisation (ECO) duties in an administrative and operational capacity to lead emergency coordination responsibilities in accordance with the Emergency Response Plan (ERP).
- Reads and understands all emergency plans and safety and health procedures, follows safe work instructions, undertakes emergency management and safety related training and assumes responsibilities as required or directed.

WORKPLACE SAFETY AND HEALTH

- I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.

OTHER

- Other related duties, as directed.

ROLE REQUIREMENTS

The following capabilities are to be addressed in context of the responsibilities of the role.

ESSENTIAL

1. Demonstrated experience in pool management or duty management and understanding and management of occupational health and safety issues related to a pool environment.
2. Supports shared purpose by understanding organisational objectives, how they relate to the role and makes recommendations for improvements.
3. Organises work to reflect changes in priority; Maintains accurate records and files; Sees tasks through to successful completion.
4. Builds and maintains relationships by keeping clients and colleagues informed, managing progress and responding to changes in client needs; Responds to diverse experiences and takes responsibility for delivering customer service.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Provides accurate information; Stays calm under pressure and ensures work is finalised.
6. Communicates clearly both orally and in writing; Listens to, understands and adapts communication styles to the audience.
7. Clarifies work required, expected behaviours and outputs; Gives support and regular constructive feedback; Keeps team members informed of reasons for decisions and ensures understanding of processes and practices; Supports change initiatives and assists employees to understand the purpose and impact.

DESIRABLE

1. Knowledge and ability to operate computer maintenance systems.
2. Knowledge and ability to operate OMEGA timing equipment.

QUALIFICATIONS / CERTIFICATIONS

ESSENTIAL

- Pool Operators/Managers Certificate
- RLSSWA Pool Lifeguard Certificate
- Provide First Aid Certificate (HLTAID003 or equivalent)
- Self-Contained Breathing Apparatus Certificate
- Operate and Control Liquefied Chlorine Gas Disinfection or Work Safely with Liquefied Chlorine Gas Certification
- LIWA Accreditation
- Enter and Work in Confined Spaces (RIIWH5202D); or capacity to obtain within 1 month of commencement
- WA Construction Industry White Card (Work Safely in the Construction Industry); or capacity to complete within 1 month of commencement

DESIRABLE

- Provide Advanced Resuscitation (HLTAID007 or equivalent)
- WorkSafe 'License to Perform High Risk Work' for Forklift (FL)

The following qualifications are essential to undertake the duties of the Chief Warden as part of the Emergency Control Organization and training will be arranged by VenuesWest as soon as possible upon commencement in the position. Please note that employees who do not hold these qualifications cannot undertake the responsibilities of the Chief Warden.

- Confine Small Workplace Emergencies (PAUWER008B)
- Lead an Emergency Control Organisation (PUAWER006B)
- Operate as Part of an Emergency Control Organisation (PUAWER005B)

ABOUT THE VENUESWEST WAY

It is our system of defining and measuring our culture and sets the expectation on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and a collective. Our signature behaviours are:



We champion dreams



We deliver safely



Together we win



We act like owners



We celebrate success

POSITION CONDITIONS AND ELIGIBILITY

Appointment to this position is conditional upon:

- Providing evidence of 'Right to Work' in Australia
- Providing evidence of a National Police Clearance (dated within X months)

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Peter Bauchop
Chief Operating Officer

Date JDF Approved

14 December 2017